P.S.C. Ky. No1
Cancels P.S.C. Ky. No.
HOME PHONE OF KENTUCKY LLC
<b>OF</b>
1710 E. Tenth St., Jeffersonville, Indiana 47130
Rates, Rules and Regulations for Furnishing
INTRASTATE TELECOMMUNICATION SERVICES
AT
COMMONWEALTH OF KENTUCKY
FILED WITH PUBLIC SERVICE COMMISSION OF
KENTUCKY
ISSUED October 9, 20 03 EFFECTIVE: November 10, 2003
ISSUED BY: Home Phone of Kentucky LLC  (Name of Utility)  NOV 1 0 2003
BY: Kenneth Calkins, President  BY: Classific State  EXECUTIVE DIRECTOR

### **CHECK LIST**

Sheets 1 to 45 are effective as of the date shown. Revised sheets as named below contain all changes from the original tariff that are in effect on the date thereof.

SHEET	REVISION	<b>SHEET</b>	REVISION
1	Original	25	Original
2	Original	26	Original
3	Original	27	Original
4	Original	28	Original
5	Original	29	Original
6	Original	30	Original
7	Original	31	Original
8	Original	32	Original
9	Original	33	Original
10	Original	34	Original
11	Original	35	Original
12	Original	36	Original
13	Original	37	Original
14	Original	38	Original
15	Original	39	Original
16	Original	40	Original
17	Original	41	Original
18	Original	42	Original
19	Original	43	Original
20	Original	44	Original
21	Original	45	Original
22	Original		
23	Original		
24	Original		

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PURSUANT TO 807 KAR 5 011 SECTION 9 (1)

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# CONCURRING, CONNECTING OR OTHER PARTICIPATING CARRIERS

#### None

#### **SYMBOLS**

The following are the only symbols used for the purposes indicated below:

D - Delete Or Discontinue

- I Change Resulting In An Increase To A Customer's Bill
- M Moved To Or From Another Tariff Location
- N New
- R Change Resulting In A Reduction To A Customer's Bill
- T Change In Text Or Regulation But No Change In Rate Or Charge

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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PURSUANT TO 807 KAR 5:01:: SECTION 9 (1)

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# **TABLE OF CONTENTS**

11.	LLE SH	EE1		1
CH	IECK L	IST		2
SY	MBOL	S		3
ΤA	BLE O	F CONTENTS		4
ΤA	RIFF F	ORMAT SHEET		6
ΑF	PPLICA	TION OF TARIFF		7
		NICAL TERMS AND ABBREVATIONS		
2.	RULE	S AND REGULATIONS		
	2.1	General		.15
	2.2	Undertaking of the Company		
	2.3	Responsibility and Use		
	2.4	Transmission		
	2.5	Call Blocking		.17
	2.6	Interconnection		
	2.7	Equipment		
	2.8	Title		
	2.9	Customer Premises		
	2.10	Non-Routine Maintenance and Installation		
	2.11	Interruption		
	2.12	Service Commencement and Acceptance		
	2.13	Minimum Service Period		
	2.14	Service Order Cancellation		
	2.15	Billing and Payments		
	2.16	Deposits		.22
	2.17	Advance Payments	. PUBLIC SERVICE COMMISSION.	.23
	2.18	Credit Limit	······································	.23
	2.19	Taxes		24
	2.20	Discontinuation	NOV. ± · 0 · 2003 · · · · ·	.24
	2.21	Restoration of Services		.26
	2.22	Limitation of Liability	PURSUANT TO 807 KAR 5:01: SECTION 9 (1)	.27

Issued By: Kenneth Calkins, President

Date of Issue: October 9, 2003

1710 E. Tenth St. Jeffersonville, Indiana 47130

Effective Date: November 10, 2003

# TABLE OF CONTENTS (continued)

2.	RULE	S AND REGULATIONS (continued)	
	2.23	Disclaimer	.29
	2.23	Indemnification	30
	2.24	Indemnification by Customer	
	2.25	Credits and Credit Allowances	32
	2.26	Local Calling Area	33
	2.27	Access to Telephone Relay Service	33
	2.28	Compliance	33
	2.29	Force Majeure	.34
	2.30	Full Force and Effect	
	2.31	Cooperation	
	2.32	Governing Law	34
	2.33	Assignment	
	2.34	Reserved for Future Use	35
	2.35	Operator Services	35
	2.36	Computation of Charges	
	2.37	Promotions	
	2.38	Billing Format	
3.	DESC	RIPTION OF SERVICES	37
	3.1	Resold Local Exchange Service	37
	3.2	Directory Listing Service	
	3.3	911 Emergency Service	41
4.	RATE	<del></del>	42
	4.1	Return Check Charge	
	4.2	Late Payment Charge	
	4.3	Reconnection Fee	
	4.4	Reserved for Future Use	
	4.5	Rates for Resold Local Exchange Services	43
	4.6	Directory Assistance PBLIC SERVICE COMMISSION OF KENTUCKY  Rates for Hearing or Speech Impaired CEFFECTIVE.	44
	4.7	Rates for Hearing or Speech Impaired	44

MOV 1 0 2003

PURSUANT TO 807 KAR 5:017 SECTION 9 (1)

EVECTIVE DIRECTOR

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Effective Date: November 10, 2003

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### **TARIFF FORMAT**

- A. Sheet Numbering. Sheet numbers appear in the upper-right corner of the Sheet. Sheets are numbered sequentially. However, new Sheets are occasionally added to the tariff. When a new Sheet is added, the Sheet appears as a decimal. For example, a new Sheet added between Sheets 34 and 35 would be 34.1.
- B. Sheet Revision Numbers. Revision numbers also appear in the upper-right corner of the Sheet. These numbers are used to determine the most current Sheet version on file with the Indiana Utility Regulatory Commission. For example, the 4<sup>th</sup> revised Sheet 34 cancels the third with the Commission is not always the tariff Sheet in effect.
- C. Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level of coding.
  - 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1
  - 2.1.1.A.1.(a)
  - 2.1.1.A.1.(a).I
  - 2.1.1.A.1.(a).I.(i)
  - 2.1.1.A.1.(a).I.(i)(1)
  - D. Check List of Effective Sheets. When a tariff filing is made with the Commission, an updated Check List of Effective Sheets ("Check List") accompanies the tariff filing. The Check List lists the Sheets contained in the tariff, with a cross-reference to the current revision number. When new Sheets are added, the Check List is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on the Check List if these are the only kenanges made to it (i.e., the format, etc.). The subscriber should refer to the latest Check List to find out if a particular Sheet is the most current Sheet on file with the Commission.

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

Effective Date: November 10, 2003

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### **APPLICATION OF TARIFF**

This tariff contains the regulations and rates applicable to intrastate resale telecommunications services provided by Company for telecommunications between points within the State. The Company's services are furnished subject to the availability of facilities and subject to the terms and conditions of this tariff. The Company operates as a reseller and resells the services of the Underlying Carriers.

The regulations governing the provision and use of services offered under this Tariff are set forth in Section 2. Service descriptions and rates are set forth in Sections 3 and 4, respectively.

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FOR THE STATE OF KENTUCKY
P.S.C. KY No. 1
Original Sheet 8

Home Phone of Kentucky LLC

### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Certain terms used throughout this Tariff are defined below.

#### Access Code

"Access Code" means a sequence of numbers that, when dialed, connects a Customer to the Carrier associated with that sequence.

#### **Authorization Code**

"Authorization Code" means a numerical code, one or more of which are assigned to a Customer to enable it to access the Services provided by the Company and to identify the Customer for billing purposes.

#### Authorized User

"Authorized User" means a person, firm, company, corporation, or other entity that is authorized by the Customer to take Service under this Tariff.

#### Automatic Number Identification ("ANI")

"Automatic Number Identification" or "ANI" refers to the calling telephone number identification, which will be forwarded to the Carrier's network by the Local Exchange Company ("LEC") as a call is placed. ANI is provided by the LEC only when an LEC's switched access, Feature Group D interconnections are used to gain access to a Carrier's switched telecommunications service.

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PURSUANT TO 807 KAR 5:017 SECTION 9 (1)

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### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

#### Carrier

"Carrier" means a communications common carrier authorized by the Commission or the FCC to provide communications service to the public.

#### Commission

"Commission" means the Kentucky Public Service Commission or any succeeding agency.

### Company

"Company" refers to Home Phone of Kentucky LLC

#### Credit(s)

"Credit(s)" has the meaning set forth in Section 2.25 hereof.

#### Credit Allowances

"Credit Allowances" has the meaning set forth in Section 2.25 hereof.

#### Credit Limit

"Credit Limit" means a credit limit placed on Customer's monthly consumption of Services pursuant to Section 2.17.

### Customer

PUBLIC SERVICE COMMISSION

"Customer" means the person, firm, company, corporation, or other entity, which is suant to a Service Order, orders Service(s) under this Tariff, or prepays the Company for use of the Services.

PURSUANT TO 807 KAR 5:01) SECTION 9 (1)

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### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

#### **FCC**

"FCC" means the Federal Communications Commission.

### Governmental Authority

"Governmental Authority" means any judicial, administrative, or other federal, state, or municipal governmental authority (including without limitation the Commission and the FCC) having jurisdiction over the Company or the provision of Services hereunder.

### **Holidays**

"Holidays" means all Company-specified holidays: New Year's Day (January 1), Independence Day (July 4), Labor Day, Thanksgiving Day and Christmas Day (December 25).

### Interruption

"Interruption" means the disruption of, or removal of a circuit from, Service such that the Service becomes unusable by Subscriber for a continuous period of thirty (30) minutes or more.

#### InterLATA Service

"InterLATA Service" means communications between a point located in a local access and transport area ("LATA") and a point located outside such area.

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NOV 1 0 2003

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FOR THE STATE OF KENTUCKY P.S.C. KY No. 1 Original Sheet 11

Home Phone of Kentucky LLC

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Local Exchange Carrier ("LEC")

"LEC" means any person that is engaged in the provision of local exchange service or exchange access service. However, such term does not include any person insofar as such a person is

engaged in the provision of commercial mobile radio service.

Local Access and Transport Area ("LATA")

"Local Access and Transport Area" or "LATA" means a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 82-0192, within which a

LEC provides communications service.

Minimum Service Period ("MSP")

"Minimum Service Period: or "MSP" means the minimum period of time during which Customer

takes Services under this Tariff.

Other Providers

"Other Providers" means any carriers or other service providers, whose services or facilities are

connected to the Services.

Performance Failure

"Performance Failure" means any disruption, degradation, or failure of Service, including without limitation any Interruption (but excluding Scheduled Interruptions), any installation failure or delay, or any mistake, delay, omission, error or other defect in the Service or in the OF KENTUCK

provision thereof.

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### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

### Prepaid Residential Telecommunications Service ("Prepaid Service")

"Prepaid Residential Telecommunications Service" or "Prepaid Service" has the meaning set forth in Section 3.1.1 hereof.

#### Regulation(s)

"Regulation(s)" means any and all law(s), rule(s), regulation(s) (including without limitation those set forth in this Tariff), order(s), policy or policies, ruling(s), judgment(s), decree(s) or other determinations(s) which are made by the Commission or any other Governmental Authority or which arise under any federal, state, or local stature, utility code, or ordinance, and which are applicable to the Services or to any provision of this Tariff.

#### Resale Tariff(s)

"Resale Tariff(s)" means the tariff(s) of one or more Underlying Carriers.

#### Scheduled Interruption

"Scheduled Interruption" means an Interruption, which has been scheduled by the Company in advance for maintenance, testing, or other administrative purposes.

#### Service(s)

"Service(s)" means the Company's regulated, communications common carrier service(s) provided under this Tariff.

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FOR THE STATE OF KENTUCKY
P.S.C. KY No. 1
Original Sheet 13

Home Phone of Kentucky LLC

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Service Commencement Date

"Service Commencement Date" means either (i) the first day following the date on which the Company notifies the Customer that the requested Service is available for use, (ii) in the event Customer lawfully refuses to accept such Service, the date of Customer's acceptance of such

Service, or (iii) another, mutually agreed upon date.

Service Order

"Service Order" means (i) a contract between the Company and Customer, or (ii) a Company designated form used from time to time by Customer for purposes of ordering Services

hereunder.

Subscriber

"Subscriber" means a person, firm, company, corporation, or other entity that is authorized by

the Customer to use Service under this Tariff.

TDD

"TDD" means a Telecommunications Device for the Deaf.

<u>Termination (Terminate)</u>

"Termination" (or "Terminate") means discontinuance of (to discontinue) Services, either at

Customer's request, or by the Company in accordance with Regulations.

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PURSUANT TO 807 KAR 5 019 SECTION 9 (1)

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FOR THE STATE OF KENTUCKY
P.S.C. KY No. 1
Original Sheet 14

### SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

### **Third Party Billing Companies**

"Third Party Billing Companies" means, collectively, any clearinghouses, LECs, Other Providers, credit card companies or other third parties who bill Customers for Services on the Company's behalf.

### Underlying Carrier(s)

"Underlying Carrier(s)" means the LEC(s) or other Carrier(s) whose services are resold by the Company pursuant to this Tariff.

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1710 E. Tenth St.

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#### 2.1 General

The Company is a reseller of regulated, intrastate and local exchange services. The Services described in Section 3 of this Tariff are provided to Customers by the Company pursuant to one or more applicable resale agreements or Resale Tariffs, which are on file with, and have been approved by the Commission.

### 2.2 Undertaking of the Company

### 2.2.1 Obligation to Provide Service

The Company shall exercise its best efforts to provide Services to Subscribers pursuant to the terms and conditions of this Tariff. The Company shall exercise reasonable efforts to make such Services available for Subscribers' use on either the installation date set forth in a Service Order (or, if no date is specified) as soon as practicable after execution of a Service Order, subject to Customer's compliance with Regulations. In addition to the Service Order, Customer shall also execute such other documents as the Company may reasonably require. In the event of a conflict or inconsistency between (i) the terms of a Service Order (or of any other document executed by the Customer) and (ii) those of this Tariff, the latter shall govern.

### 2.2.2 Conditions to Company's Obligations

The obligations of the Company to provide Services are subject the following: (i)availability, procurement, construction, and maintenance of facilities required to meet the Service Order; (ii) the provision of Services to the Company for Resale by the Underlying Carrier; (iii) interconnection to the Company for Services or facilities as required; and (iv) any applicable Credit Limitative

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PURSUANT TO 807 KAR 5.0m; SECTION 9 (1)

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- 2.2 Undertaking of the Company (continued)
  - 2.2.3 Right to Discontinue or Block Services
    - A. Without incurring liability, the Company may refuse or terminate Service pursuant to 807 KAR 5:006, Section 14 or 807 KAR 5:061, Section 12.
    - B. The Company reserves the right (i) to discontinue or temporarily suspend Services to or from a location where the necessary facilities or equipment are not available under terms and conditions reasonably acceptable to the Company; or (ii) to block Services to any Subscriber location or any Authorization Code, without any liability whatsoever, in the event that the Company detects or reasonably suspects either (a) fraudulent or unlawful use of the Services at or by means of said location or Authorization Code, or (b) consumption of Services in excess of the Credit Limit (if any).
- 2.3 Responsibility and Use
  - 2.3.1 Services may be used by Customer or Subscriber for any lawful purpose, twenty-four (24) hours per day, seven (7) days per week, subject to the terms and conditions set forth herein and in any applicable Service Order. Customer is solely responsible for (i) prevention of unauthorized, unlawful or fraudulent, use of or access to Services, which use or access is expressly prohibited; and (ii) administration and non-disclosure of any Authorization Codes provided by Company to Customer.
  - 2.3.2 The Customer has no property right in the telephone number or any other call number designation associated with the Company's Services. The Company in ay change such numbers, or both, assigned to the Customer, whenever the Company, in its sole discretion, deems it necessary to do so in the conduct of its business.

PURSUANT TO BOT KAR 5 041 SECTION 2 (4)

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#### 2.4 Transmission

The Services are suitable for the transmission of voice, data, or other communications only to the limited extent set forth in the Resale Tariff(s).

### 2.5 Call Blocking

Notwithstanding any other provision of this Tariff, the Company may block calls which are (i) made to certain countries, cities, or central office ("NXX") exchanges, or (ii) use certain Authorization Codes, as the Company, in its sole discretion, deems reasonably necessary to prevent unlawful or fraudulent use of Services.

#### 2.6 Interconnection

- 2.6.1 Services or facilities furnished by the Company may be connected with services or facilities of Other Providers subject to any technical limitations set forth in said Other Providers' tariffs (if any); provided, however, Service furnished by the Company is not part of a joint undertaking with any Other Provider.
- 2.6.2 Interconnection with the facilities or services of Other Providers is subject to (i) the availability of said Other Providers' facilities; and (ii) the applicable terms and conditions of the Other Providers' tariffs (if any). Customer shall be solely responsible for satisfying all legal requirements for interconnecting Customer-provided terminal equipment or communications systems with Other Providers' facilities, including, without limitation, application for all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. Satisfaction of all legal requirements, any interface Equipment or any other facilities necessary to interconnect the facilities of the Econopany and other Providers must be provided at the Customer's sole expense.

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PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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### 2.7 Equipment

- 2.7.1 The Company's facilities or Services may be used with or terminated to Customer Premises Equipment ("CPE"), suc h as a private branch exchange, key system or pay telephone. CPE is the sole responsibility of the Customer and the Company has no responsibility whatsoever for the installation, operation, and maintenance of such CPE. The Customer is solely responsible for all costs of installing, maintaining or repairing CPE, including, without limitation, personnel charges, wiring costs, and costs associated with routing of electrical power, incurred in the attachment to and use of the Company's facilities or Services.
- 2.7.2 The Customer is responsible for ensuring that all attached CPE conforms to the Federal Communications Commission's registration requirements set forth in Part 68 of the code of Federal Regulations (as amended), and the Company may discontinue the provision of Services to any location where CPE fails to conform to such Regulations.
- 2.7.3 The Customer will be responsible for payment of service charges at the Company's standard, hourly rates in effect from time to time for visits by Company personnel to the Customer's premises in response to any Service difficulty or trouble report determined to be caused, in whole or in part, by the use of any CPE, Services, facilities, or other equipment which is not provided by the Company.

#### 2.8 Title

Title to any and all equipment or facilities provided by Company under this Tariff will remain in the Company.

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#### 2.9 Customer Premises

Customer shall provide, without cost to Company, all equipment, space, conduit, and electric power required to terminate the Services at the Subscriber's premises. The Customer shall arrange for the Company, or other Carriers as required, to have access to the Subscriber's premises at all reasonable times for purposes of Service installation, Termination, inspection and repair. Customer shall be solely responsible for any damage to or loss of Company equipment while on the premises of Subscriber, unless such damage is caused by the negligence or willful misconduct of the Company, its employees, subcontractors or agents.

#### 2.10 Non-Routine Maintenance and Installation

At the Customer's request, the Company may perform installation or maintenance on weekends or times other than during normal business hours; provided, however, Customer may be assessed reasonable, additional charges based on the Company's actually incurred labor, material or other costs for such non-routine installation or maintenance.

### 2.11 Interruption

The Company, without incurring any liability whatsoever, may make Scheduled Interruptions at any time (i) to ensure compliance by the Customer or Subscriber with Regulations (including without limitation the provisions of this Tariff), (ii) to ensure proper installation and operation of the Customer's and the Company's equipment and facilities, (iii) to prevent fraudulent use of or access to the Services, or (iv) to perform any other maintenance, testing or inspection reasonably required for the provision of Services hereunder.

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OURSUANT TO 807 KAR 5:011
SECTION 9 (1)

Chance Control

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### 2.12 Service Commencement and Acceptance

Billing for Services will commence as of the Service Commencement Date. The Company shall notify the Customer when Services ordered pursuant to an accepted Service Order are ready f or use. Customer may refuse to accept such Services only if such Services fail to substantially comply with the specifications (if any) therefore set forth in the Service Order or in this Tariff.

#### 2.13 Minimum Service Period

The Minimum Service Period ("MSP") will be for the term specified in the applicable Service Order, which term must be no less than thirty (30) days. Except as otherwise provided in the Service Order, (i) this MSP will automatically renew for subsequent terms of equal duration, and (ii) either the Company or the Customer may elect not to renew any MSP by written notice to the other no later than thirty (30) days prior to the expiration date of said MSP.

#### 2.14 Service Order Cancellation

Customers who cancel a Service Order prior to Service installation (including without limitation cancellation of special construction or Services provided on an ICB) will incur a Charge equal to the greater of (i) the non-recurring Charges for the MSP, or (ii) the Company's reasonably incurred, actual expenses associated with such cancellation.

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NOV 1 0 2003

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### 2.15 Billing and Payments

- 2.15.1 Except as otherwise limited by Regulation, Customer shall be responsible for payment of all charges, whether authorized or not, for any and all use of access to Services provided to Subscribers, including without limitation any unauthorized, unlawful or fraudulent use or access.
- 2.15.2 All amounts stated on each monthly invoice are due and payable immediately upon Customer's receipt thereof.
- 2.15.3 Except as otherwise provided in this Tariff, charges for Services will be billed to Customer on a monthly (30 day) basis, in arrears, based on the Subscribers' actual usage, or under such other terms as may be agreed to by the Company and the Customer in writing.
- 2.15.4 Charges for Prepaid Service will be billed to Customer on a monthly (30 days) basis, in advance, on the 15<sup>th</sup> day of each month for the following month's service, and shall be due on the first day of the following month. Customer's Service will be discontinued if the amount stated on the monthly invoice is not paid in full by the 5<sup>th</sup> day of the month following the aforesaid mailing. All calculations of dates set forth in this Section shall be based upon calendar days and if a billing date falls on a Sunday or on a Holiday, the Customer may make payment in full on the next regular business day.

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NOV 1 0 2003

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### 2.15 Billing and Payments (continued)

2.15.5 Except as otherwise provided in this Tariff, the Company, at its sole option, may Terminate Services in the event Customer fails to pay any Invoice within thirty (30) calendar days after the due date stated thereon, subject to the notice provisions of Section 2.20.1.D of this Tariff. Termination of Services by the Customer or the Company for any reason whatsoever will not relieve Customer of it's payment obligations hereunder for all Service charges incurred by Customer through the date of Termination. Customer will be liable for all costs of collection hereunder, including without limitation, reasonable attorney's fees. Any invoice for Services not disputed in person, by telephone or in writing by Customer within ten (10) days after receipt thereof is to be deemed conclusively correct and binding upon the Customer; provided however, except as provided in 2.15.4, Customer will have the right to obtain Commission investigation of any disputed invoice before Service is disconnected in accordance with Regulation.

### 2.16 Deposits

The Company, at its sole discretion, may require that any Customer having a history of late payments for the Services or whose credit history either is unsatisfactory (in the Company's sole opinion) or is not established to the Company's reasonable satisfaction, make a deposit for consumption of Services. The Company, at its sole option and discretion, may accept personal guarantees, bank letters of credit or surety bonds in lieu of a deposit. All deposits will be collected in accordance with applicable Regulation. Interest will accumulate and be paid to Customer at a rate prescribed by the Commission.

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### 2.17 Advance Payments

### 2.17.1 Recurring Advance Payments

The Company, at its sole discretion, may require any Customer to make an advance payment for consumption of Services. The amount of each such advance payment will not exceed the lesser of (a) one (1) month's actual or estimated charges, or (b) the highest amount permitted by any applicable Commission Regulation. Advance payments will be applied to charges for Services in the same manner as other payments. A Customer may be required to continue to make advance payments in accordance with this Section 2.17.1 until such time as its credit worthiness is established to the Company's reasonable satisfaction.

### 2.17.2 Non-Recurring Advance Payments

The Company may require any Customer to make an advance payment of non-recurring charges (e.g., special construction charges) prior to consumption of Services.

#### 2.18 Credit Limit

The Company may, at any time and at its sole discretion, set a Credit Limit for any Customers' or Subscribers' consumption of Services for any monthly period.

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NOV 1 0 2003

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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#### 2.19 Taxes

The Customer is responsible for payment of any and all federal and state taxes or surcharges, including without limitation franchise fees, excise taxes, sales taxes, or municipal utilities taxes. Taxes and surcharges for Prepaid Service are included in the rate. Taxes and surcharges for all other services will be billed by the Company as separate line items on Customer's invoice and are not included in any rates set forth in this Tariff.

#### 2.20 Discontinuation

- 2.20.1 Conditions Under Which the Company May Refuse or Terminate Service
  - A For noncompliance with the Company's tariffed rules or Commission regulations. However, the Company will not terminate service without having made a reasonable effort to obtain Customer compliance. Service will be refused or terminated after the Company has given the Customer or Applicant at least ten (10) days' written notice.
  - .B For dangerous conditions. The Company will notify the Customer immediately in writing and, if possible, orally, of the reasons for the termination or refusal. The notice shall include the corrective action to be taken by the Customer before Service can be restored or provided.
  - C For noncompliance with state, local or other codes. The Company will terminate Service only after ten (10) days' written notice in accordance with 807 KAR 5:006, Section 14 (1) (e), unless ordered to terminate Service immediately by a governmental official.

NOV : 0 2003

PURSUANT TO BCY KAR 5:01: SECTION 9:11)

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### 2.20 Discontinuation (continued)

- 2.20.1 Conditions Under Which the Company May Refuse or Terminate Service (continued)
  - D For nonpayment of bills from the Company. The Company will terminate Service only after five (5) days' written notice, unless ordered to terminate immediately by a governmental official. Under no circumstance will Service be terminated in less than twenty (20) days' after the mailing of the original unpaid bill.
  - E Customer's use of Services in excess of its Credit Limit (if any) or its failure to make an advance payment (if so required) for Services provided hereunder.
- 2.20.2 Without Notice By Company For Illegal Use or Theft of Service

The Company may terminate Service to a Customer without advance notice if the Company has evidence that a Customer has obtained unauthorized Service by illegal use or theft. Within twenty-four (24) hours after such termination, the Company will send written notification to the Customer of the reasons for termination of Service, and of the Customer's right to challenge the termination by filing a formal complaint with the Commission.

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

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### 2.21 Discontinuation (continued)

### 2.20.3 Conditions Under Which the Company Will Not Terminate Service

- .A The Company will not terminate Service if payment for Services is made. Following receipt of a termination notice for nonpayment but prior to actual termination of Service, there is delivered to the Company payment of the amount in arrears, Service will not be terminated.
- .B The Company will not terminate Service if a payment agreement is in effect. Service will not be terminated for nonpayment if the Customer and the Company have entered into a partial payment plan and the Customer is in compliance with that agreement.

### 2.20.3 By Customer

The Customer may Terminate Service upon thirty (30) days prior written notice, provided however, that Customer, upon Termination of Services prior to the end of the MSP for any reason whatsoever, will be charged the full amount for all non-recurring Charges applicable to the remainder of said MSP.

#### 2.21 Restoration of Services

The Company shall restore any Terminated Service in accordance with Commission Regulation, including but not limited to charging the Customer a reconnection fee as set forth in Section 4.3.

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### 2.22 Limitation of Liability

- 2.22.1 Except as caused by its willful misconduct or negligence, the Company's liability With respect to any action, claim, judgment, damages, demand, liability or expense (including without limitation reasonable attorney's fees) (i) brought or incurred by Customer, by any Subscriber, or by any other party in connection with the installation, provision, preemption, termination, maintenance, repair or restoration of Service (including without limitation 911 Service and Directory Listing Service) or (ii) arising from any Performance Failure, will in no event exceed an amount equal to the Service charges incurred by Customer for the month during which the Service was affected. Such amount will be in addition to any amounts that may otherwise be due Customer as Credits or Credit Allowances pursuant to the provisions of Section 2.26 hereof.
- 2.22.2 To the extent permitted by any applicable Regulation, the Company's liability for negligence will also be limited to the amounts described in Section 2.22.1 hereof.
- 2.22.3 To the extent permitted by any applicable Regulation, the Company's liability for gross negligence will also be limited to the amounts described in Section 2.22.1 hereof.
- 2.22.4 In no event will the Company be liable for loss of profits (even if the Company has been advised of the possibility of such loss) or for any indirect, incidental, special, consequential, exemplary or punitive damages whatsoever arising, directly or indirectly, from or in connection with the provision of Services (including 911 Service and Directory Listing Service) hereunder.

PUBLIC SÉRVICE COMMISSION OF KENTUCKY EFFECTIVE

NOV 1 0 2003

PURSUANT TO 807 KAR 5:010 SECTION 9 (1)

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### 2.22 Limitation of Liability (continued)

- 2.22.5 Except as caused by its willful misconduct or negligence, the Company will not be liable for defacement of or damages to Subscribers' premises or for any personal injury or death arising, directly or indirectly, from the furnishing of Services (including 911 Service and Directory Listing Service), including without limitation the installation or removal of any facilities, equipment or wiring associated therewith. Customer is solely responsible for connecting any and all apparatus, equipment and associated wiring on Subscribers' premises to the Services, and no other Carrier or third party engaged in such activity is to be deemed to be an agent or employee of the Company.
- 2.22.6 Any action or claim against the Company arising from any of its alleged acts or omissions in connection with this Tariff will be deemed waived if not brought or made in writing within sixty (60) days from the date that the alleged act or omission occurred.

### 2.22.7 Liability Provisions

Acceptance by the Commission of the liability provisions contained in this Tariff does not constitute its determination that the limitation of liability imposed by the Company should be upheld in a court of law, but the recognition that, as it is the duty of the courts to adjudicate negligence claims and rights to recover damages therefore, so it is the duty of the courts to determine the validity of the exculpatory provisions of this Tariff.

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PURSUANT TO 807 KAR 5 01: SECTION 9 (1)

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#### 2.23 Disclaimer

The Company will have no liability whatsoever to Customer, its employees, agents, subcontractors, or assignees, or to any other person for (i) damages arising out of any Underlying Carriers' or Other Providers' Performance Failure, (ii) any act or omission of any third party furnishing equipment, facilities or service to any Subscriber in connection with this Tariff or with the Services, or (iii) any other act or omission of any Other Provider, Subscriber or third party related to the use or provision of Services hereunder.

THE COMPANY DISCLAIMS ALL REPRESENTATIONS AND WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE FOR OR IN CONNECTION WITH THE USE OR PROVISION OF SERVICES PROVIDED HEREUNDER.

PUBLIC SERVICE COMMINSTON OF KENTUCKY EFFECTIVE

NOV 1 0 2003

PURSUANT TO 807 KAR 5 011 SECTION 9 (1)

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#### 2.24 Indemnification

Subject to the limitations set forth in Section 2.21 hereof, the Company and the Customer shall defend, indemnify, and hold each other harmless from and against any and all actions, claims, judgments, damages, demands, liabilities, and expenses, including without limitation, reasonable attorney's fees, resulting from injury to or death of any person (including injury to or death of their employees) or from the loss of or damage to tangible real or tangible personal property or to the environment, to the extent that such injury, death, loss or damage was proximately caused by any negligent act or omission on the part of the party from whom indemnity is sought, its agents, employees, subcontractors or assignees, in connection with use of the Services. The indemnifying party under this Section 2.24 shall defend the other at the other's request against any such action, liability, claim or demand. The party seeking indemnification under this Section 2.24 must notify the other promptly of written claims or demands for which the indemnifying party is responsible hereunder. The Company and the Customer, as the case may be, shall cooperate fully with the other in the course of such indemnification, and the indemnifying party shall control such defense and the right to litigate, settle, appeal (provided it pays the cost of any required appeal bond), compromise or otherwise deal with any such claim or resulting judgment, provided that such settlement, compromise or other resolution of said claim does no result in any liability to the indemnified party.

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> > NOV 1 0 2003

PURSUANT TO 807 KAR 5-019 SECTION 9 (1)

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Date of Issue: October 9, 2003

### 2.25 Indemnification by Customer

Customer shall defend, indemnify and hold the Company (together with its officers, directors, employees, and agents) harmless from any and all actions, claims, judgments, damages, demands, liabilities, and expenses, including without limitation reasonable attorney's fees, arising from or in connection with:

- 2.25.1 libel or slander resulting from Subscriber's use of the Services;
- 2.25.2 any loss, damage, or destruction of any property or any personal injury (including death) not due to the Company's negligence or willful misconduct and caused, directly or indirectly, from the installation, operation, or other use (or failure to use) of the Services or any Company supplied facilities (i) in combination with the services or equipment supplied by the Subscriber or any third party, or (ii) in an explosive or otherwise hazardous environment;
- 2.25.3 infringement of any patent, copyright, trademark, trade name, service mark or trade secret arising from: (i) the transmission of any material transmitted (a) by any Subscriber or (b) by any other person using the Services provided to any Subscriber, Subscriber location, or Authorization Code; or (ii) from the combination of Subscriber's use of Services with CPE or with other Subscriber provided facilities or services; and
- 2.25.4 except as otherwise provided by applicable Regulation, any unauthorized, unlawful, or fraudulent use of or access to the Services provided to Subscribers.

PUBLIC SERVICE COMMISSION OF KENTUCKY PEFFECTIVE

NOV 1 0 2003

PURSUANT TO 807 KAR 5-015 SECTION 9 (1)

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#### 2.25 Credits and Credit Allowances

- 2.25.1 Credits ("Credit(s)") to the Customer's fixed charges, if any, for Interruptions (other than Scheduled Interruptions or Interruptions caused by Other Providers for which a Credit Allowance is due the Company as described in Section 2.25.2 hereof) which (i) exceed in the aggregate twenty-four (24) hours per month, (ii) are directly caused by the Company, and (iii) are not due to the negligence or willful misconduct of the Subscriber, its employees, subcontractors, agents, or assignees, will be applied to Customer's account with the Company. Such Credits are to be calculated by multiplying the monthly recurring rate (if any) for the affected Service by the ratio that the number of hours the Interruption bears to 720 hours. (For the purpose of this computation, each month is deemed to have 720 hours.) An Interruption is measured from the time the Company detects, or the Customer notifies the Company of its occurrence until such time as the Interruption is cured. Each Interruption is to be considered separately for the purposes of this calculation and is to be rounded to the nearest hour.
- 2.25.2 In the event of an Interruption caused by Other Providers for which a credit or allowance ("Credit Allowance") becomes due to the Company, the Company shall apply such Credit Allowance to Customer's account, subject to the Company's collection of such Credit Allowance from the Underlying Carrier obligated to provide same. In no event will the Company be obligated to credit Customer any amounts in excess of any Credit Allowance allocable to Customer's interruption(s), which Company receives from the Underlying Carrier. Any other provision of this Section 2.25 notwithstanding, Company will have no obligation to apply any credit to Customer's account for Interruptions caused by an Underlying Carrier for which no Credit Allowance is due to the Company.

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### 2.25 Credits and Credit Allowances (continued)

2.25.3 Except for otherwise set forth herein, Customer's sole and exclusive remedy for any and all Performance Failures which consist of, or give rise to Interruptions are Credits or Credit Allowances to the extent available under this Section 2.25; for any other Performance Failures or in the event Credits or Credit Allowances are unavailable (due to the fact, for example, that the Customer does not incur any fixed month charges), Customer's sole and exclusive remedy in lieu of said Credits or Credit Allowances will be an immediate right to terminate Services prior to the expiration of the Minimum Service Period.

### 2.26 Local Calling Area

The Company will provide Services from all exchanges of its Underlying Carrier, in conformance with that Underlying Carrier's existing local exchange boundary maps as approved by the Commission.

### 2.27 Access to Telephone Relay Service

Where required by the Commission, the Company will participate in telephone relay services for handicapped or hearing-impaired Customers, and will comply with all regulations and requirements related thereto.

#### 2.28 Compliance

The Company and Customer shall (and Customer shall cause Subscriber to) comply with all Regulations.

OF KENTUCKY
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NOV 1 0 2003

PURSUANT TO 807 KAR 5:015 SECTION 9 (1)

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### 2.29 Force Majeure

The Company is excused from any Performance Failure due to causes beyond its reasonable control, including but not limited to acts of God, fire, floods, other catastrophes, insurrections, national emergencies, wars, strikes, work stoppages or other labor disputes, unavailability of rights-of-way, disconnection or unavailability (through no fault of the Company) of any Underlying Carriers facilities or services, or any Regulation or other directive, action or request of any Governmental Authority.

#### 2.29 Full Force and Effect

Should any provision or portion of this Tariff be held by a court of administrative agency of competent jurisdiction to be illegal, invalid, or unenforceable, the remaining provisions of this Tariff will remain in full force and effect.

### 2.30 Cooperation

Customer shall cooperate with the Company to the extent necessary for the Company to discharge its obligations hereunder and as reasonably requested by the Company.

### 2.31 Governing Law

This Tariff is to be governed by and construed in accordance with the rules and orders of the Commission and the laws of the State of Kentucky.

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

NOV 1 0 2003

PURSUANT TO 807 KAR 5 011 SECTION 9 (1)

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### 2.33 Assignment

### 2.33.1 By Customer

The Customer may not transfer or assign its rights or obligations associated with any Service Order without the Company's prior written consent. The Company will permit a Customer to transfer its Service to another party only upon payment of all Charges due through the date of transfer. Such a transfer will be treated as a discontinuation, followed by an installation of new Services, subject to any applicable installation or other non-recurring Charges.

### 2.33.2 By Company

The Company may, in accordance with Regulations, assign its rights or delegate its obligations under this Tariff to any affiliate or successor in interest.

#### 2.34 Reserved for Future Use

### 2.35 Operator Services

The Company does not provide operator services. All operator assisted calls, including collect calls, calling card calls, credit card calls, person-to-person calls, third party calls, and other related operator services will be routed to the Company's Underlying Carrier.

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#### 2.36 Computation of Charges

Where answer supervision is available, the time of a call begins when the called station is answered, as determined by the standard industry methods selected by the applicable Underlying Carrier. The Company will not knowingly bill any Customer for unanswered calls. Upon the Customer's request, the Company shall promptly refund or credit, as the case may be, payments or charges for any unanswered call inadvertently billed due to the unavailability of Feature Group D or to the LEC's failure to provide answer supervision. Where answer supervision is not available, any call for which the billed duration exceeds one minute shall be presumed to have been answered.

#### **Promotions** 2.37

The Company may from time to time engage in special promotions of new or existing Service offerings of limited duration designed to attract new customers or to increase existing Customer awareness of a particular offering. The promotional offerings are subject to the availability of the Services and may be limited to a specific geographical area or to a subset of a specific market group. The Company will provide notice to the Commission according to the rules and regulations of the Commission.

#### 2.38 **Billing Format**

Bills rendered to Customers by the Company contain the following information:

Date of Bill Rendering

Company Name

Service Dates

Due Date

Past Due Date

Current Amount Due

Call duration\*

Call Type\*

Total Charges per Call\*

Taxes

Total Charges for Company Services

Past Due Amount (if applied KENTUCK)

Date and Time of Each Call\*

Past Due Penalties (if applicable)

Originating Location Telephone Number and Terminating Number\*

Toll Free Number

\*Where a customer pays a flat monthly recurring charge for service with unlimited calling, this information is not available.

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1710 E. Tenth St. Jeffersonville, Indiana 47130

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### 3.1 Resold Local Exchange Service

Resold local exchange service is provided by the Company through resale of local exchange access and local exchange service provided by an Underlying Carrier. The Company's Services consist of (i) Prepaid Service, (ii) Optional Service Features, (iii) Directory Listing Service, and (iv) 911 Service.

### 3.1.1 Prepaid Service

Prepaid Service is a prepaid, switched, intrastate, telecommunications service, which permits Customers to establish communications between two locations within the State of Indiana. Prepaid Service is available only within a Local Calling Area as described in Section 2.26.

A Prepaid Service provides a Customer with a single, voice-grade communications channel, including a telephone number and a Directory Listing. The Company's Prepaid Service permits a customer to: (i) place calls within the Local Calling Area; (ii) access 911 Service if available in the Customer's Local Calling Area; (iii) place calls to toll-free "800" or "888" telephone numbers. The Company's Prepaid Service does not permit a Customer to originate calls to direct dial (1+) or (0+) toll services or to caller-paid information services (e.g., "900", "976", "711"). Calls to telephone numbers used for toll services and caller-paid information services will be blocked by the Company.

#### .B Standard Features

Each Prepaid Service Customer is provided with only local exchange service.

PURSUANT TO 807 KAR 5 (4) SECTION 9 (1)

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### 3.1 Resold Local Exchange Service (continued)

### 3.1.1 Prepaid Service (continued)

### .C Optional Features

Prepaid Service Customers may select form the following optional features: (i) Call Waiting, (ii) Non-Published Number, (iii) Call Forwarding.

### .D Rates and Charges

The Company will charge a Prepaid Service Customer applicable Non-Recurring Charges, monthly Recurring Charges, and Usage Charges as specified in Section 4.5.1.

### 3.1.2 Optional Service Features

#### .A Call Waiting

A tone signals the Subscriber to indicate that another call is waiting. The Subscriber can answer the second call by flashing the switchhook or by hanging up the phone.

### .B Call Forwarding

The Subscriber may direct incoming calls to the Subscriber may direct may be subscriber may direct may be subscribed in the Subscriber may be subscribed in the subscr

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- 3.1 Resold Local Exchange Service (continued)
  - 3.1.2 Optional Service Features (continued)
    - .C Non-Published Number

The Customer may refuse a listing of its name, street address, and telephone number in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.

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Jeffersonville, Indiana 47130

### 3.2 Directory Listing Service

- 3.2.1 The Company will provide Customer a single directory listing consisting of the Customer's name, Customer's street address, and Customer's telephone number which is designated as the Customer's main billing number, in the telephone directory published by the dominant exchange service provider in the Customer's exchange area.
- 3.2.2 The Company may limit the length of any listing in the directory by the use of abbreviations when, in its sole discretion, the clearness of the listing or the identification of the Customer is not impaired thereby.
- 3.2.3 The Company may, in its sole discretion, refuse a listing (i) that does not constitute Customer's legally authorized or adopted name, (ii) that contains obscenities in the name, (iii) that is likely to mislead or deceive calling persons as to identify of the listed party, (iv) that is a contrived name used for advertising purposes or used to secure a preferential position in the directory, or (v) that is more elaborate than reasonably necessary to identify the listed party. The Company will notify Customer prior to withdrawing any listing, which is found to be in violation of this subpart.
- 3.2.4 In order for listings to appear in a directory, a Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

NOV 1 0 2003

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Date of Issue: October 9, 2003

- 3.3 911 Emergency Service ("911 Service")
  - 3.3.1 911 Service permits Customers to reach appropriate emergency services including police, fire and medical services.
  - 3.3.2 The Company undertakes no responsibility to inspect or to monitor 911 Service facilities to discover errors, defects, or malfunctions in 911 Service.
  - 3.3.3 Upon the Company's transmittal of a Customer's 911 Service record, including the Customer's name, address and telephone number, to the appropriate Public Safety Agency, such agency is solely responsible for the accuracy of the Customer's street name, address, telephone number, appropriate police, fire, ambulance or other agencies' jurisdiction over such address, as well as any and all changes as they occur in the establishment of new streets, the closing or abandonment of existing streets, the modification of municipal or county boundaries, the incorporation of new cities or any other similar matter that may affect the routing of 911 Service calls to the proper Public Safety Answering Point.
  - 3.3.4 By dialing 911, the 911 Service calling party waives all privacy rights afforded by non-listed and non-published Service to the extent that the Customer's telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

PUBLIC SERVICE COMMISSION OF KENTUCKY PEFECTIVE

NOV 1 0 2003

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1710 E. Tenth St. Jeffersonville, Indiana 47130

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### SECTION 4 – RATES AND CHARGES

### 4.1 Return Check Charge

The Customer will be charged twenty-five dollars (\$25.00) whenever a check or draft presented for payment of Service is dishonored by the institution upon which it is drawn.

### 4.2 Late Payment Charge

If the bill is not paid within thirty (30) days from the invoice date, the Company may impose a late charge of 1.5% per month on the delinquent amount. The penalty will be assessed only once on any bill for service rendered in accordance with 807 KAR 5:006, Section 8 (3) (h). The late payment penalty charge will not be assessed on unpaid penalty charges. Any payment received will first be applied to the bill for services rendered.

#### 4.3 Reconnection Fee

A charge of forty dollars (\$40.00) will apply whenever a Subscriber requests to be reconnected to the Services after the Company has Terminated the Services to Subscriber for any reason allowed by this Tariff. If Subscriber is disconnected for failure to pay charges when due and pays all past due charges within seven (7) days of disconnection, then the charge for reconnection shall be twenty-five dollars (\$25.00).

PUBLIC SERVICE COMMISSION OF KENTUCKY EFFECTIVE

NOV 1 0 2003

PURSUANT TO 807 KAR 5:011 SECTION 9 (1)

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### SECTION 4 - RATES AND CHARGES

### 4.5 Rates for Resold Local Exchange Services

### 4.5.1 Prepaid Residential Telecommunications Service

.A	Non-Recurring	Charges

Processing/Application \$30.00

Directory Listing \$ 0.00

.B Recurring Charges

Monthly Prepaid Service \$49.99

Directory Listing \$ 0.00

### .C Optional Features

.1 Recurring Charges

Call Waiting \$ 4.99 Call Forwarding \$ 4.99 Non-Published Number \$ 4.99

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> > NOV 1 0 2003

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### SECTION 4 – RATES AND CHARGES

### 4.6 Directory Assistance

The Company does not provide local directory assistance. Access to long distance directory assistance may be obtained by dialing 1+555-1212 or 411 for listings within the originating area code and by dialing 1 + (area code) + 555-1212 for other listings. Subscriber will be billed \$0.50 for each intrastate directory assistance call. The directory assistance charge applies to each call regardless of whether the directory assistance bureau is able to furnish the requested telephone number.

### 4.7 Rates for Hearing or Speech Impaired

For properly certified hearing or speech impaired Subscribers who communicate via a TDD, the Company will issue upon request a credit for certain intrastate toll charges for calls made between TDDs. The credit will appear on the Customer's subsequent bill and will be equal to applying the Evening Rate during business day hours and Night/Weekend rate during the Evening rate period. Subscribers using TDDs with the assistance of the relay center will receive a credit equal to fifty percent (50%) of the rate for the applicable rate period. If either the Subscriber or the called party indicates that either party is both hearing and visually impaired, the call shall be discounted by twenty-five percent (25%) of the applicable rate. Such credit does not apply to surcharges on per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

### 4.9 Kentucky TRS/TDD Surcharge

In order to support funding of TRSRDD service to hearing and/or speech impaired individuals who must use a TDD, the Company will collect a monthly recurring charge at the rate determined by the Commission.

OF KENTUCKY

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Monthly Recurring Charge Per Line

\$0.10

NOV 1 0 2003

PURSUANT TO BOT KAR 5 () 1: SECTION 9 (1)

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#### SECTION 4 - RATES AND CHARGES

### 4.10 Kentucky Lifeline Support Charge

In order to support funding of Lifeline service to low-income consumers, the Company will collect a monthly Kentucky Lifeline Support charge from its Customers for each local line provided by the Company. The charge per line, per month will be determined by the Commission.

Monthly Recurring Charge Per Line

\$0.05

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